

Obtaining and Changing Your NAS Password

You will receive a default password for your NAS account as part of the first-time login process. You will also be prompted to change the default password the first time you log in.

Note: Your NAS password is sometimes referred to as your "Lou" or "LDAP" password.

If you are a current user with an existing account on a NAS system and you are approved to get an account on another NAS system, your password on the new system is the same as your current NAS password. If you do not remember this password, call the NAS Control Room at (800) 331-8737 or (650) 604-4444 to obtain a new default password.

NAS passwords expire every 60 days. You will receive an automated email prompting you to change your password several days prior to expiration. There are two ways to change your password:

- Type **passwd** from a Pleiades or Lou front-end system (PFE or LFE) and follow the prompts.
- Use the [NAS Password Change Form](#) (you'll be prompted to authenticate via [NASA's Access Launchpad](#)).

When you change your password, be sure to follow the [Password Creation Rules](#). If your password has already expired, you may need to contact the Control Room to change it.

Note: Due to security requirements, Control Room staff will confirm your identity by asking you the security question that you submitted with your account request form, or by calling you back at your phone number on record. If your phone number has changed due to office moves or reorganizations, your Principal Investigator must contact the Control Room and provide the reason for the change, either by phone or by sending an email to support@nas.nasa.gov.

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<https://www.nas.nasa.gov/hecc/support/kb/entry/127/>